

## What We Learned from the National Core Indicators (NCI) Adult Consumer Survey

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Results from People across Arizona That Used NCI  
in 2011-12  
User-Friendly Version



**NATIONAL  
CORE  
INDICATORS**

## Who helped with this report?

We thank the California Developmental Disabilities Consumer Advisory Committee. Their ideas help make this report easy to understand! Thanks also to everyone who let us take and use their pictures. They helped make this report interesting.

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## A Collaborative Effort of:



## Cover art by Donald Roberts (1962 -2009)



Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork.

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# What is National Core Indicators (NCI)?

NCI uses a survey to ask people how they feel about the services they get. A survey is a way to ask the same questions to a group of people. The survey questions are asked during a meeting. The NCI meetings ask people and their families how they feel about the services they get from the State. NCI is a way for states to see how services for people with developmental disabilities are doing.

## Who is interviewed?

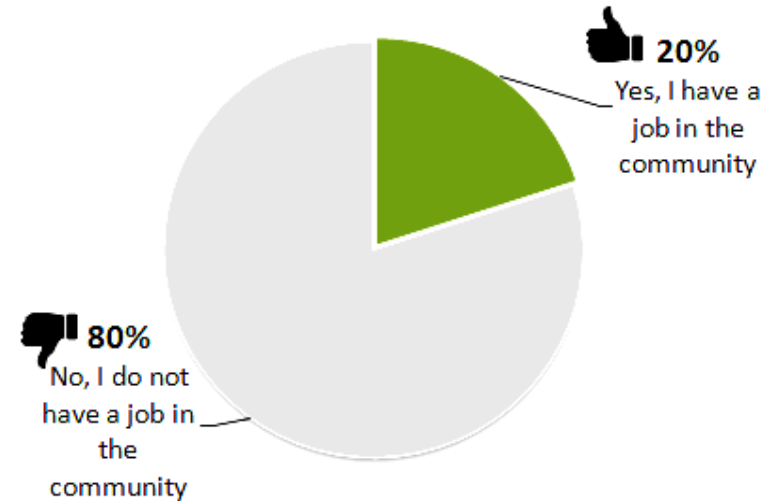
Each year people in many states do an NCI meeting. Every year a new group of people are asked to meet. During the meeting people are asked the NCI survey questions. The questions are asked to the person who gets services from the state. For some questions, a family member, friend, or staff who knows the person well can answer.

## What is this Report?

This report shows how people in Arizona answered some of the questions during their meeting. Each page shows a different question that was asked. The question is at the top of the page. There is a pie graph on each page. It shows how many people said **yes** and **no**. There are also words and stick figures that show how many yes and no answers there are on each question. In this report, we show the answers to the questions that people are most interested in. Like, *did you choose your job?*

The answers are whole numbers (like 60% or 90%). This report is written so that individuals will have the information they need to talk about services and supports. If people want more information, they can look up their full state and national reports on the NCI website: <http://www.nationalcoreindicators.org>.

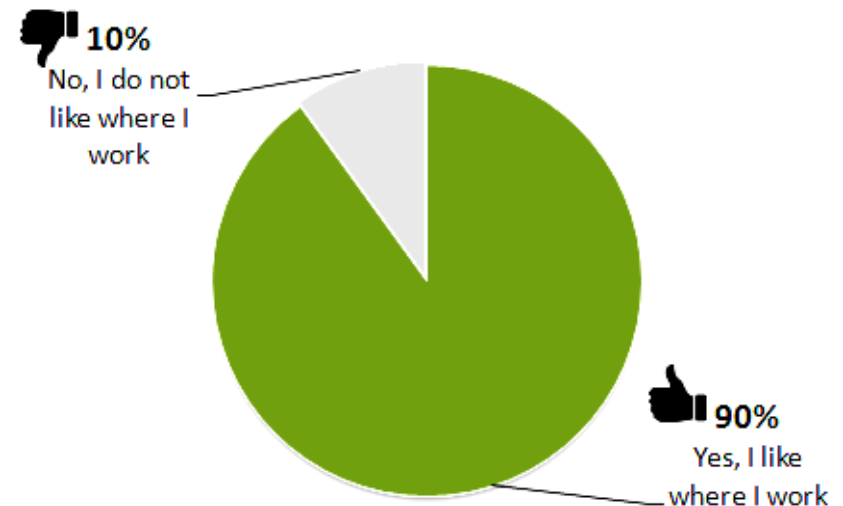
## Do you have a paid job in your community?



NCI tells us **2** out of every **10** people say they **have a paid job in the community**.

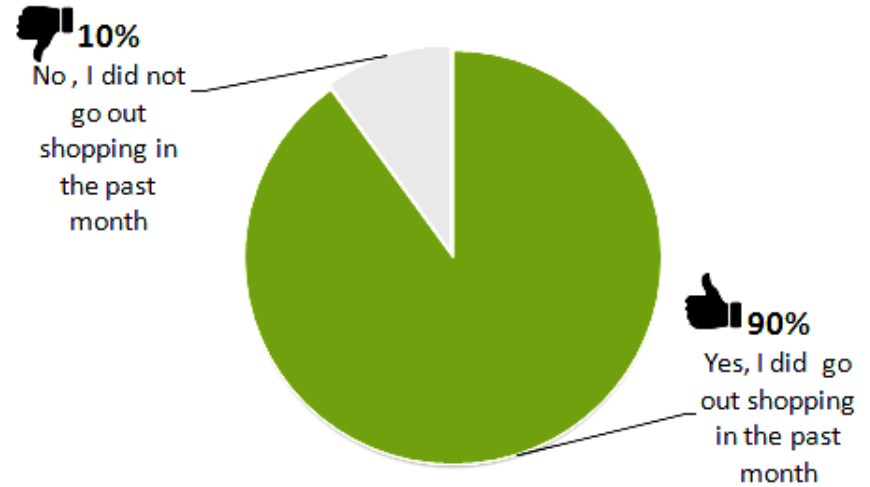


## If you have a paid job in the community, do you like where you work?



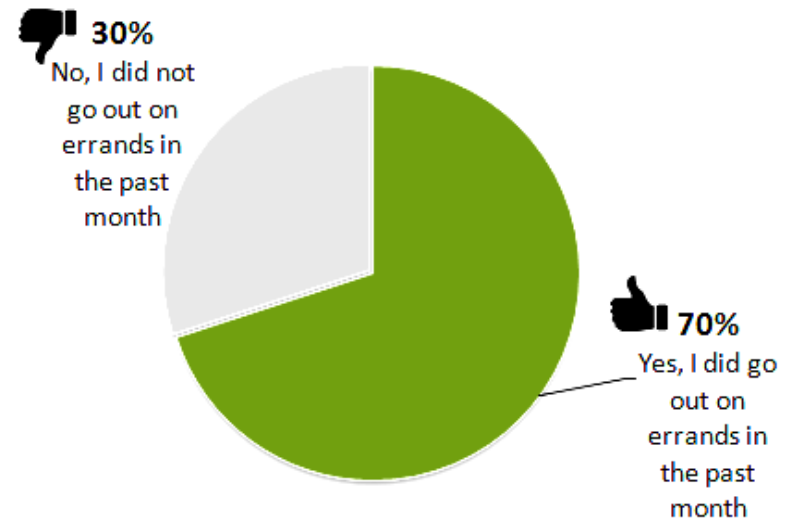
NCI tells us **9** out of every **10** people who work say they **like where they work**.

## Did you go out shopping in the last month?



NCI tells us **9** out of every **10** people say they **went out shopping in the past month**.

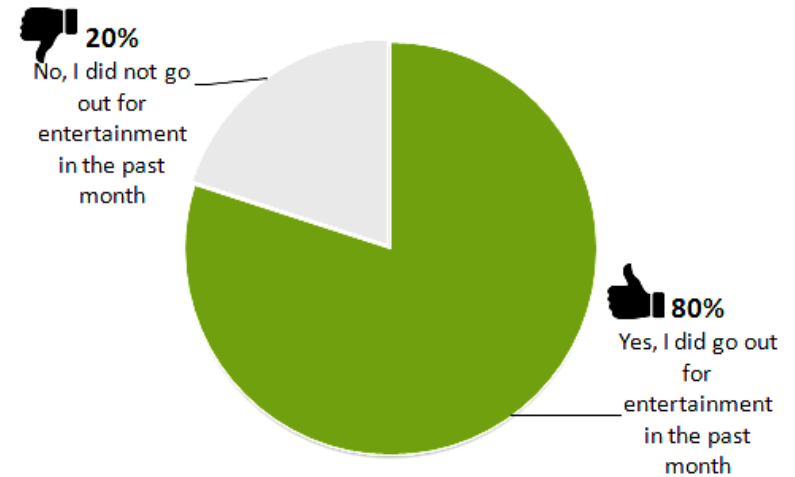
## Did you go out on errands in the last month?



NCI tells us **7** out of every **10** people say **went out on errands in the past month**.

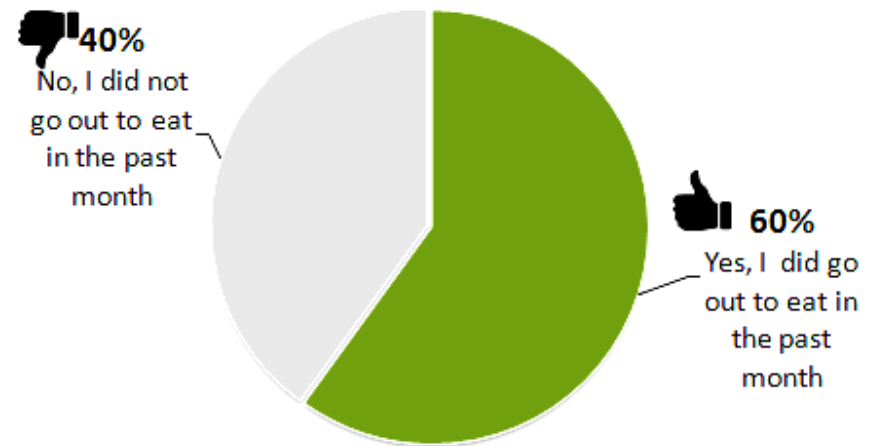


## Did you go out for entertainment in the last month?



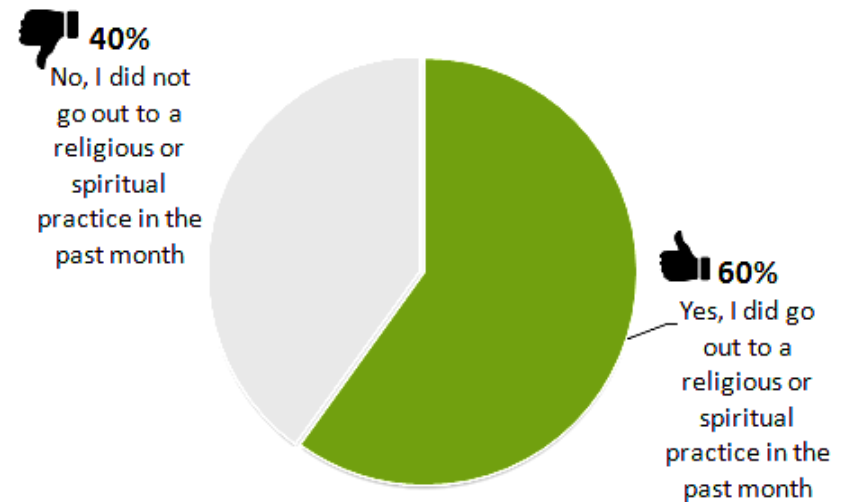
NCI tells us **8** out of every **10** people say they **went out for entertainment in the past month.**

## Did you go out to eat in the last month?



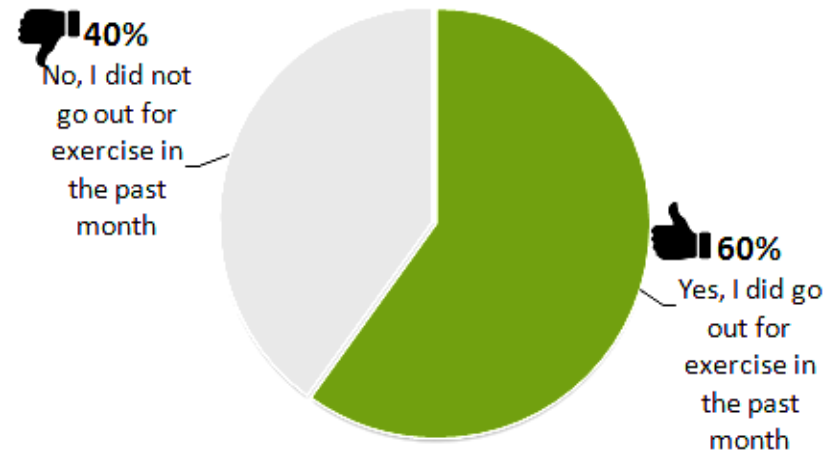
NCI tells us **6** out of every **10** people say they **went out to eat in the past month**.

## Did you go out for a religious or spiritual service in the last month?



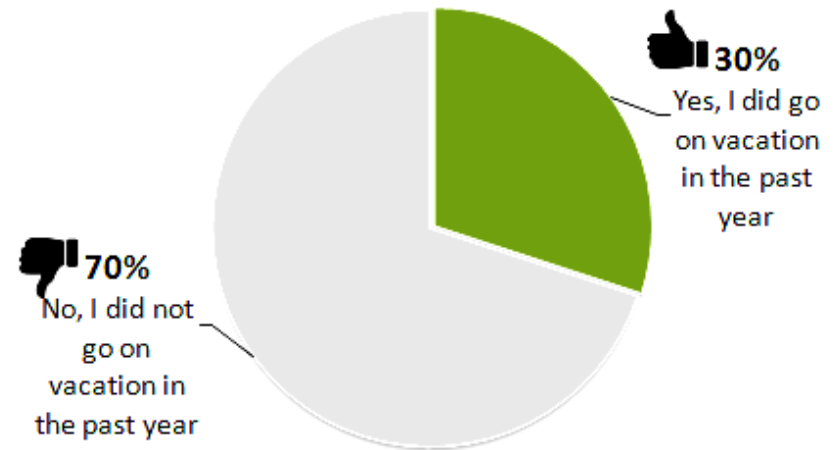
NCI tells us **6** out of every **10** people say they **went out for a religious or spiritual service in the past month.**

## Did you go out for exercise in the last month?



NCI tells us **6** out of every **10** people say they **went out for exercise in the past month**.

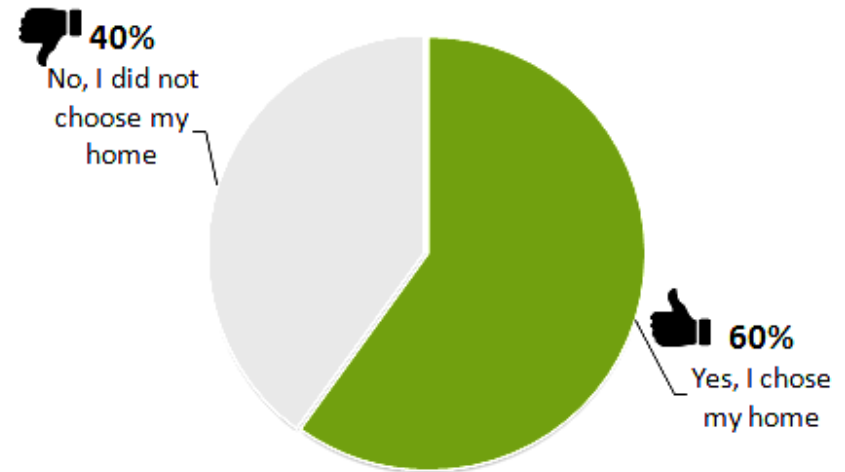
## Did you go on vacation in the past year?



NCI tells us **3** out of every **10** people say they **went on vacation in the past year**.

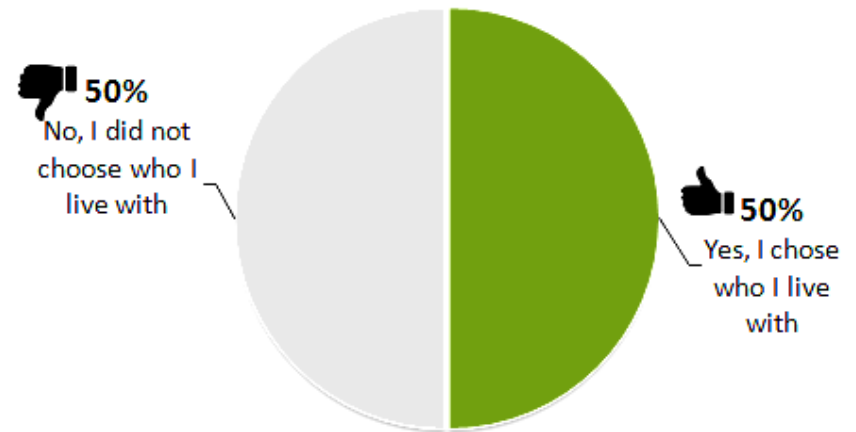


## Did you choose where you live?



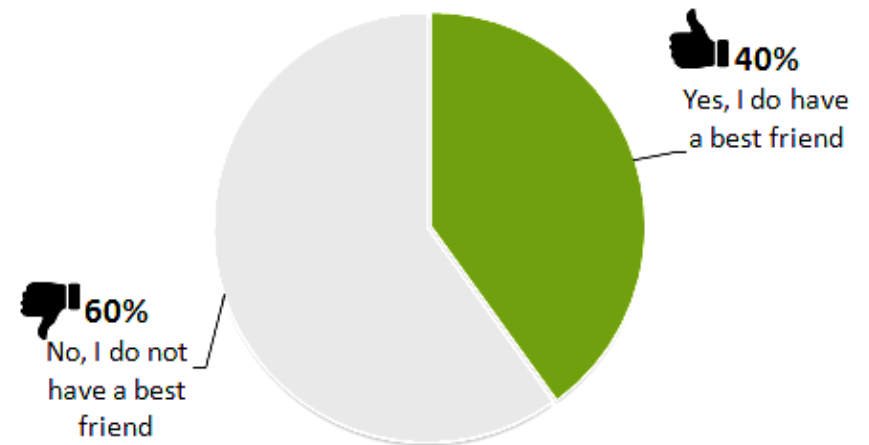
NCI tells us **6** out of every **10** people say they **chose** where they live.

## Did you choose who you live with?



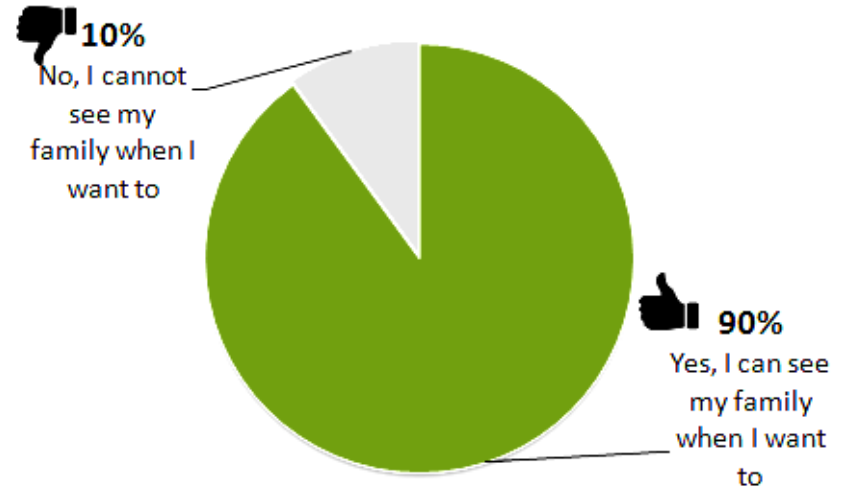
NCI tells us **5** out of every **10** people say they **chose who they live with**.

## Do you have a best friend?



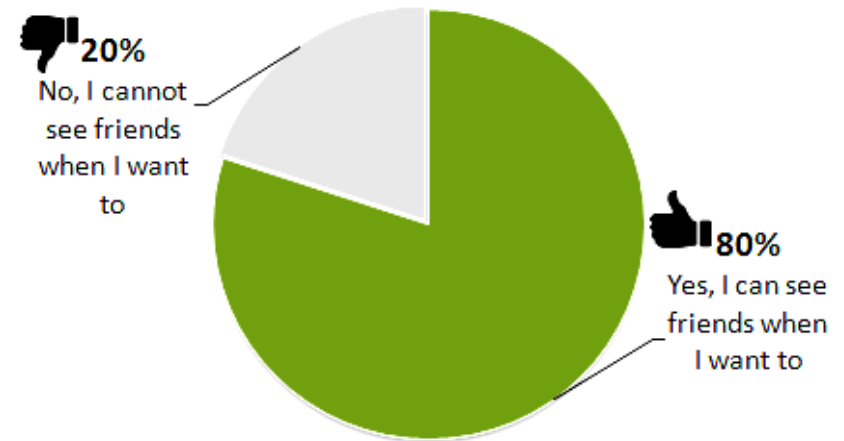
NCI tells us **4** out of every **10** people say they **have a best friend**.

## Can you see your family when you want to?



NCI tells us **9** out of every **10** people say they **can see their family when they want to**.

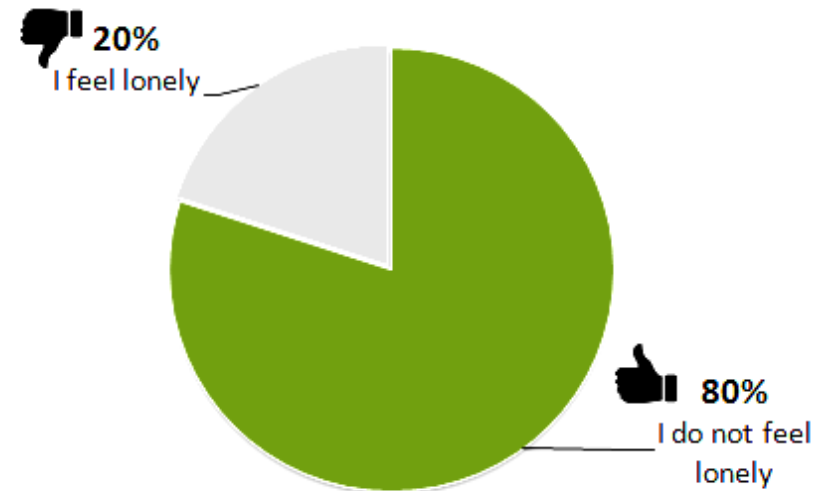
## Can you see your friends when you want to?



NCI tells us **8** out of every **10** people say they **can see their friends when they want to**.




## Do you ever feel lonely?

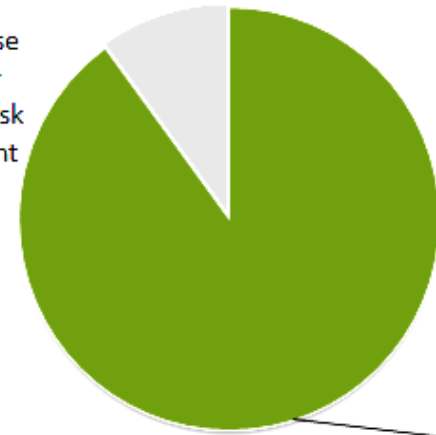



NCI tells us **8** out of every **10** people say they **do not feel lonely**.

## Does your case manager ask what you want?



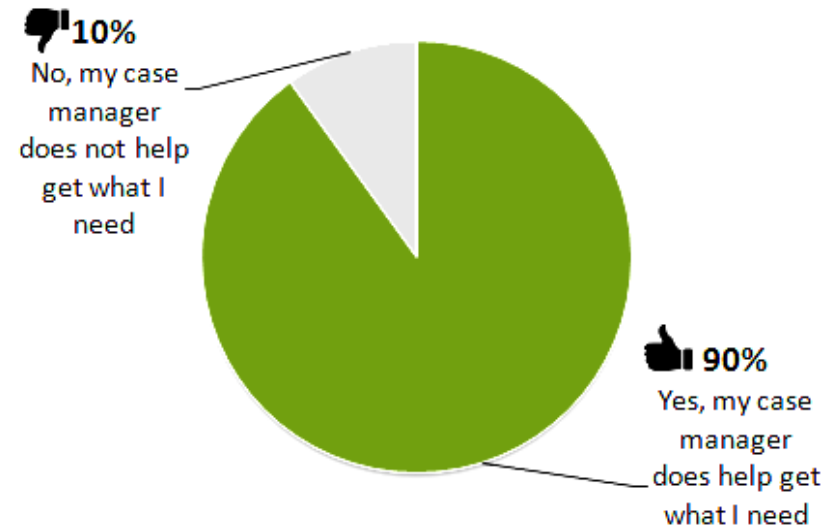
 **10%**  
No, my case manager does not ask what I want



 **90%**  
Yes, my case manager does ask what I want

NCI tells us **9** out of every **10** people say their **case manager** asks them **what they want**.


## Does your case manager help get what you need?

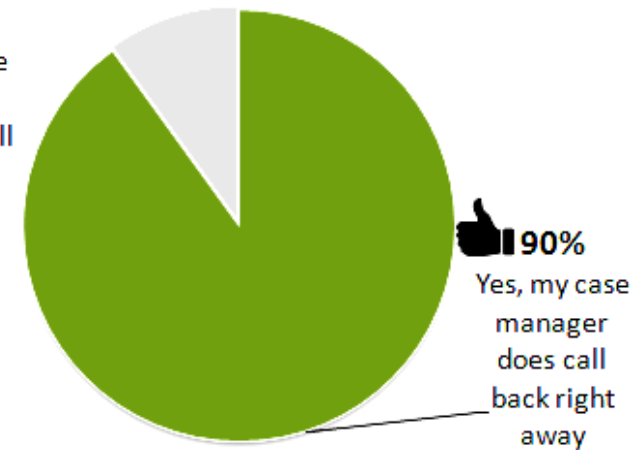


NCI tells us **9** out of every **10** people say their **case manager** helps get them **what they need**.

## Does your case manager call you back right away when you call and leave a message?

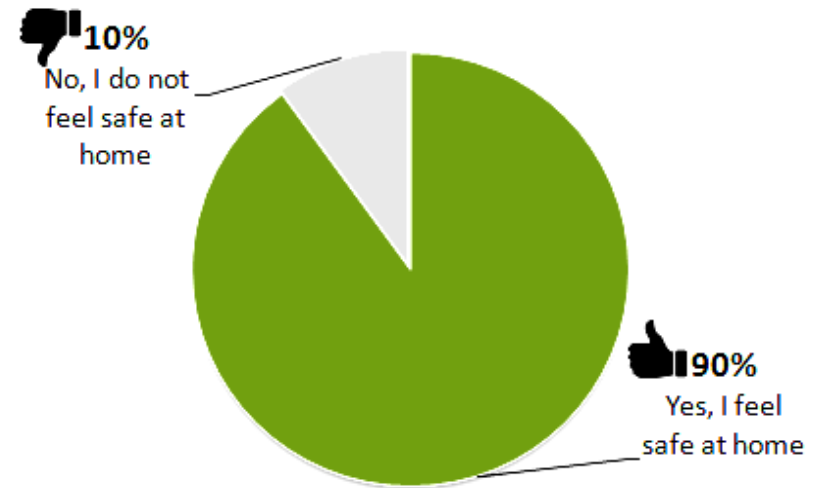


 **10%**  
No, my case manager does not call back right away



NCI tells us **9** out of every **10** people say their **case manager** calls them **back right away**.

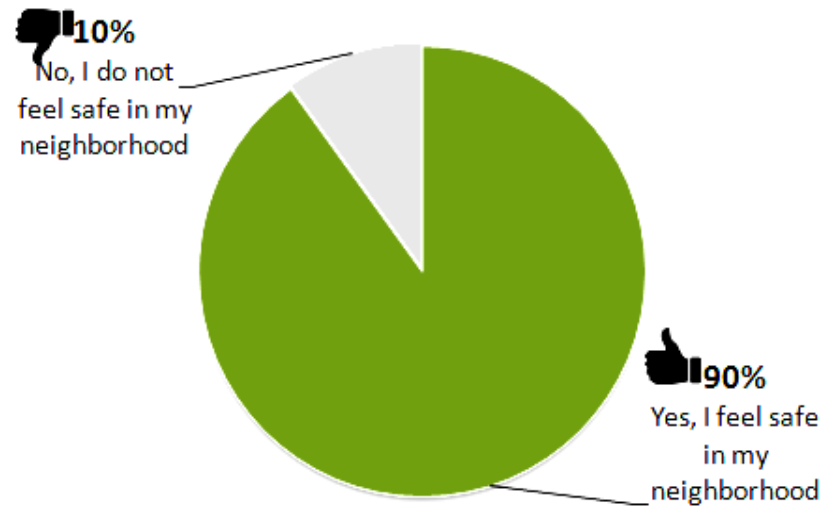
## Do you feel safe in your home?



NCI tells us **9** out of every **10** people say they **feel safe in their home**.

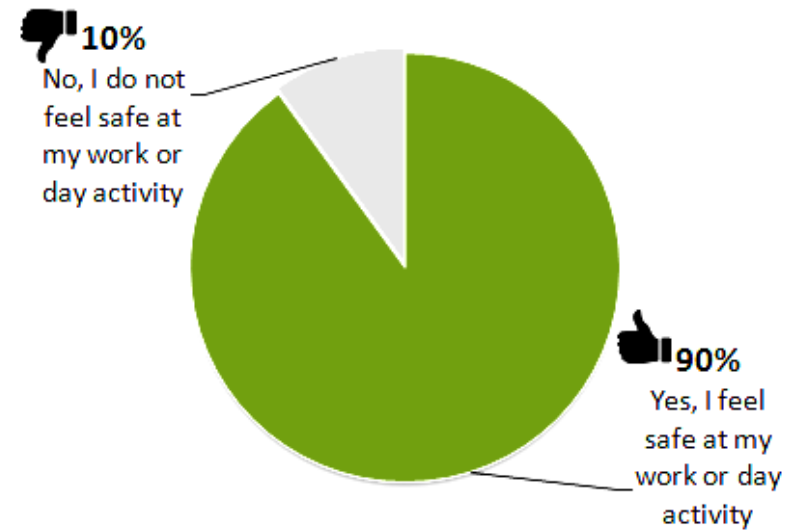


## Do you feel safe in your neighborhood?



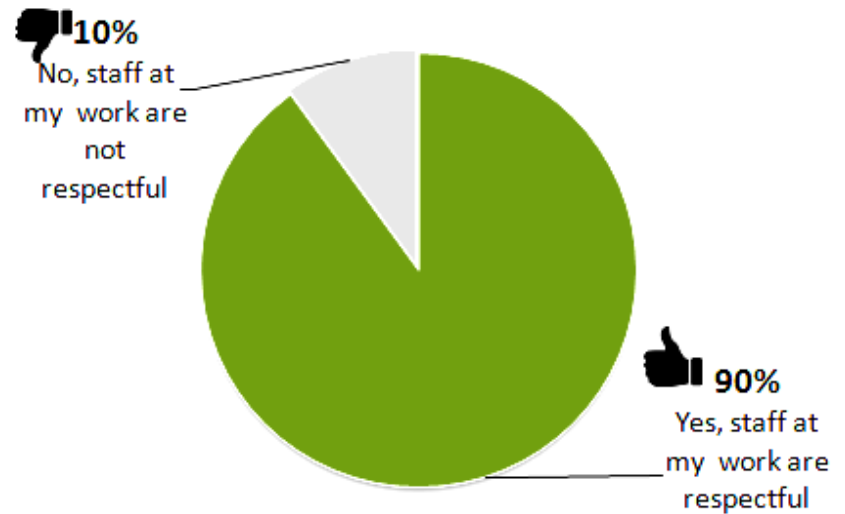
NCI tells us **9** out of every **10** people say they **feel safe in their neighborhood**.

## Do you feel safe at your work and day activity?



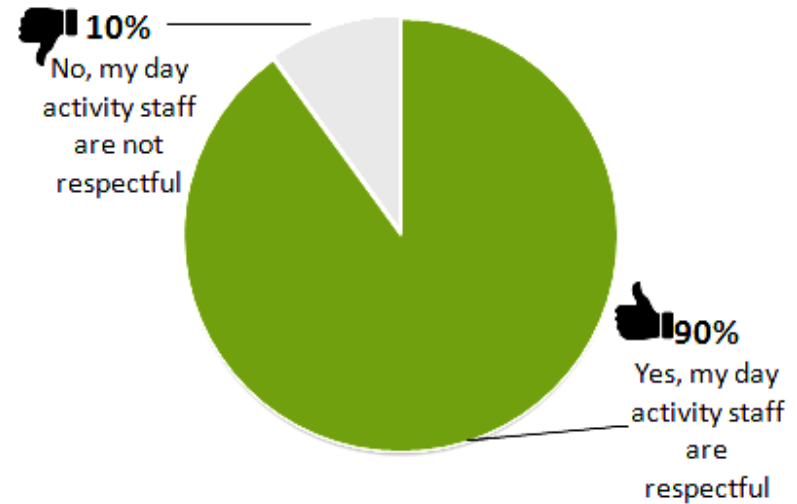
NCI tells us **9** out of every **10** people say they **feel safe at their work and day activity**.

## Do your staff at work treat you with respect?



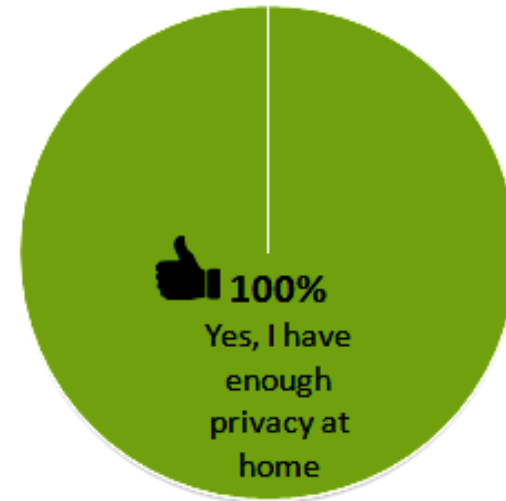
NCI tells us **9** out of every **10** people say their **staff at work treat them with respect.**

## Do your staff at your day activity treat you with respect?



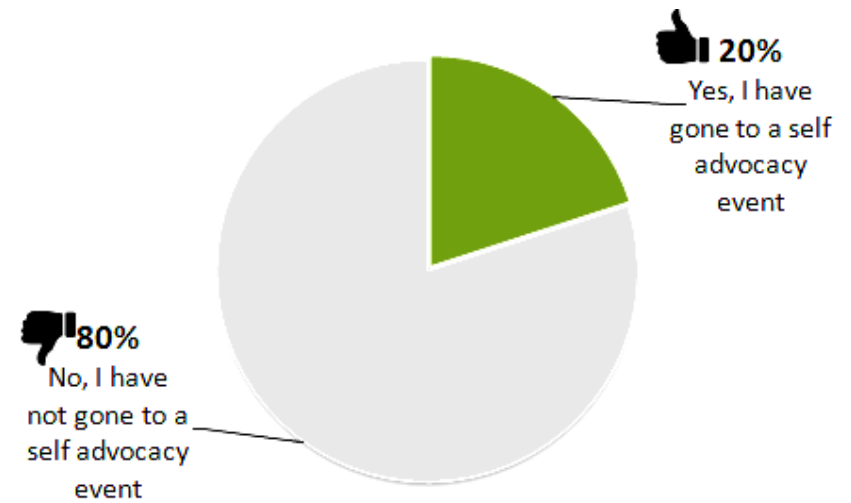
NCI tells us **9** out of every **10** people say their **staff at their day activity** **treat them with respect.**

## Do you have enough privacy at home?



NCI tells us **10** out of every **10** people say they **have enough privacy at home**.

## Have you gone to a self-advocacy meeting?



NCI tells us **2** out of every **10** people say they **have gone to a self-advocacy meeting.**



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INDICATORS**

<http://www.nationalcoreindicators.org/>

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